



Expectations of a Renovation

- Payment is made soon after request (3 days). This is different if working with a lender for making the payments.
 - There will be dust on your project: We will install tarps, drop cloths, and plastic walls per your request. Please let us know if we need to change things during the project.
 - Scratches on floors and walls may happen during the construction. We will spot repair as we can this doesn't mean redoing the whole surface.
 - Hair line cracks in concrete will appear. Please see the performance guidelines on this.
 - Hair line cracks in enamel will appear. This could occur for many reasons and this is normal.
 - With sanding wood floors air born dust will settle in the varnish of the wood floors.
 - Tamper resistant outlets can be challenging to plug things in, we need to install these due to code.
 - Ach fault outlets and breakers may be very sensitive please call if there is an issue. It may be due to old wiring.
 - HVAC may work slightly different after adding new supplies. We are not responsible for upgrading the system but can give you an option.
 - Depending on how HVAC is ran due to limited wall space, this may cause an area to be warmer or colder, and potentially not operate consistently.
 - When choosing counter tops what you see is what you get and there is no option for fixing exclusions or fill spots.
 - Counters can chip during install; however, we have a repair company. Please let us know and we can fix it.
 - Enameled sinks, tubs, toilets can have scratches, however we can fix it. If it is due to install, we can fix them for no extra cost.
 - Product failure doesn't constitute a non-payment on the payment schedule. If the product is there, we will still receive payment when scheduled but we will assist in replacing the product with the vendor.
 - Paint colors and sheens are price dependent. Numerous coats for bold colors and glossy paint and or more drywall prep will add additional cost.
 - After paint when we do touch ups on walls, trim, etc. it may be visible.
 - Timing for sub-contractors is not guaranteed. Due to the high demand of the industry, delays can occur. Wwe will do our best in working with many moving parts to keep your project moving forward.
 - No show days will happen. There are some scheduled in as well. Moving schedules can cause this to happen as well as we will need time for city inspections.
 - Access to the home must be available during regular working hours and accessible for all deliveries.
 - Communication is a 2-way street. Please call right away with questions or concerns.
-



- You must have a working humidifier for new wood work as it can move based on the level of humidity.
- Location of aerator must be noted prior to picking out tops and if a soap dispenser is wanted. Otherwise 1 hole will be drilled for the faucet and 1 hole for the aerator in location picked by installer.
- If you receive deliveries check for broken toilets, light fixtures, etc. We only have a 30-day return period.
- Only one punch list 2 weeks after project is complete so we can be efficient with finishing your project.
- Water will need to be shut off when plumber comes, so following the schedule, please don't plan on using water that day.
- Spray paint and spray insulation can be very unpleasant, plan a day out of that house that day.
- Garage storage/other storage areas will be dusty, please move or cover personal belongings you don't want to clean.
- Because of the work going on other areas of the house could be affected. If it was work that had to be done, we are not responsible for fixing the effected area off the house. Obviously if this is due to negligence, we will repair it.
- Pets and children are not our responsibility, as well as nail pops in tires from construction debris.
- Change orders are not on the same time line as the larger project, and must be paid upon approval.
- Granite tops are installed 3 weeks after templating.
- Cabinets are installed 4 weeks after final cabinet plans and selections have been made.
- Any change to material or plans may take weeks to process the change. This is dealing with vendors, artifacts and or estimates.
- If you request any additional electrical work to be done you will agree to pay for that change.

If you have any question about this document please call for clarification. This document is just to have us all be on the same page with expectations of how things work.

Customer Initials: _____